URCS Emergency Response Service
Monthly Report: August 2024

Service Overview

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The Emergency Response (ER) service is Ukrainian Red Cross Society's (URCS) main service for supporting people affected by emergencies and who are in crisis.

Service Description
URCS Emergency Response service have **36** operational teams across Ukraine who are ready to deploy at short notice to support people in crisis. These teams also support at mass events and train partners and communities.

Service Goals
To support people in crisis by providing first aid, psychosocial first aid and practical support to people in need and to emergency response partners. To build resilience in communities by delivering emergency trainings to partners and local populations with a special emphasis on emergency first aid.

Service Scope:
URCS Emergency Response service have operational teams in **22** out of **24** oblasts, they do not have operational teams in the occupied territories of Luhansk and Crimea.

Strategic Priorities

1. Office Planning
The ER service have been planning the refurbishment of the offices at Yevhena Chykalenka St, 30. The office will be home to the Emergency Response service, First Aid, International Family Tracing and Security in the immediate future. There will also be an operations centre established at the office to support the coordination of responses.

2. Service structure
The ER service have been working on a restructure of their staffing structure, alongside staff recruitment, to maximise its resources and make it a more efficient model.

3. Emergency Needs Assessments
The ER Service have updated its Initial Emergency Needs Assessment: the basic needs assessment that is done by ER teams when they arrive at the scene of an incident to assist with the response and to inform the rest of the organisation. The ER service also supported with the design of an Emergency Needs Assessment: a more detailed needs assessment that can be done by regional branches and their DM specialists following the Initial Needs Assessment. We are aware that there is ongoing work being done by URCS to create standardised Needs Assessments, but in the meantime, having a fit for purpose Emergency Needs Assessment to support regional teams is vital.

Operational Overview

In August, the Emergency Response service supported **7586** people during **1533** activities. **2025** people were supported during **163** evacuation activities, illustrating the increased pressure being exerted on the frontline regions and the need for Emergency Response teams to evacuate people through special missions.

There were **36** responses to missile attacks and **117** activities in support of the State of Emergency Service of Ukraine (SESU). The work of the ERTs continues to strengthen URCS's position as a key component in Ukraine's Emergency Response system.

441 volunteers were used by the service in the month of August, accumulating **40384** hours of work, **35** of those were spontaneous volunteers.

28% of activities was the transportation of people and first aid was provided to **1165** people across all activities: 2 core activities for the ER service.

Training and simulations are integral activities for the Emergency Response service to ensure teams are prepared and practiced in responding to any event, at any moment. In August, a total of **3954** hours were spent on training and exercising ER teams and training the local population to build their resilience to emergencies.

A large proportion of the ER Service's activities in August was concentrated on the evacuation of people in the frontline regions of Donetsk, Kharkiv and Sumy, where fighting intensifies. URCS's National Emergency Operations Centre (EOC) was set up to monitor events on the frontlines and coordinate URCS response efforts following Ukraine's military incursions into Kursk. The EOC decided to send food parcels to the URCS regional branch in Sumy to support people in the region, including those affected by the Kursk incursion. For that reason, the parcels were unbranded. The ER Service packed an initial **300 emergency food parcels** to send to the region, which were delivered the following day.

Reporting Data

Events and Activities	
Total amount of events and activities	1533
Selection of Core Events and Activities	**Activity Numbers**
Activities supporting SESU	117
Support after Missile Strikes	36
Aid Stations deployed	24
Mobile Heating Points deployed	3
Transportation	426
Evacuations	163
Trainings for volunteers	32
Trainings for population	37
Exercises and simulations	57
Vehicles Used	**Vehicle Numbers**
Vehicles deployed	75
Events where vehicles used	1035

Volunteers	
Total volunteer hours	40384
Selection of Core Events and Activities	**Hours**
Events and responses	9277
Training for volunteers	1122
Training for population	618
Exercises and simulations	2215
Volunteers Used	**Volunteer numbers**
Total volunteers used	441
Active volunteers used	415
Spontaneous volunteers used	35

Beneficiaries	
Total amount of people supported	7586
Selection of core activities and events	**People Supported**
Transportation	601
Evacuation	2025
Food distribution	917
First Aid provision	1165
Mobile Heating Points	12
Other types of activities	5504
Type of support kit distributed	**Number distributed**
Hygiene Kits	338
Food Packages	350

The data in this report is for selected activities and events and beneficiaries can be supported by multiple activities, therefore, numbers reported may not add up to the total. For a full breakdown of the activities of the ER Service please visit URCS ER Service's Microsoft Power BI dashboard.

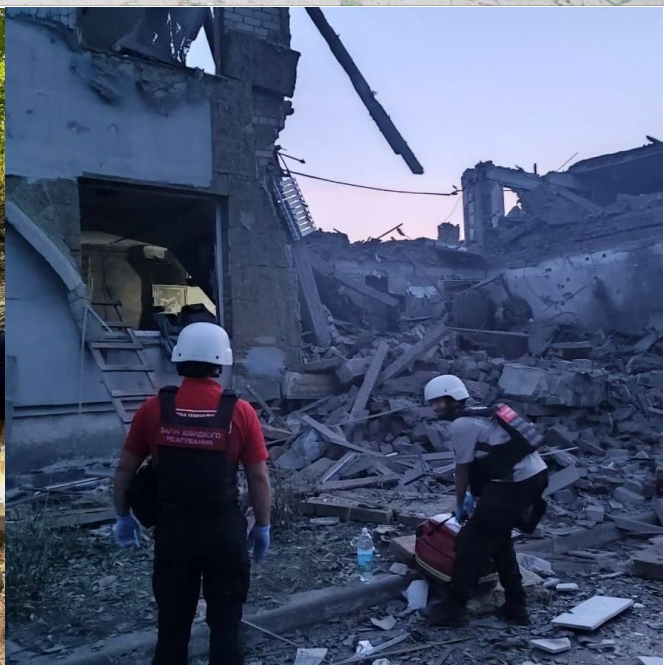
Response in Focus: Frontline Evacuations

Significant operations carried out by the ER service in August were the evacuations of people in the frontline regions, especially in Donetsk oblast and the city, Pokrovsk. There were also a considerable number of evacuations that took place in Sumy and Kharkiv oblasts.

Donetsk	Numbers
Evacuation events	40
Volunteers used	8
Volunteer hours spent on evacuations	105
People supported by evacuations	305
Vehicles used	4

Kharkiv	Numbers
Evacuation events	28
Volunteers used	11
Volunteer hours spent on evacuations	520
People supported by evacuations	90
Vehicles used	6

Sumy	Numbers
Evacuation events	17
Volunteers used	8
Volunteer hours spent on evacuations	298
People supported by evacuations	115
Vehicles used	5



Trainings

August saw three consecutive practical ER trainings take place on Korol Island, just one month after the National ER training took place there. There was an ER training for new volunteers where they could learn and practice basic ER operational skills like first aid and search and rescue. There were two Field Kitchen trainings and a Camp Management training to train volunteers in how to construct, manage and close-down a camp and field kitchen in support of large numbers of people. All the trainings were a success. It was great to have volunteers from across the country come to share their experiences, strengthen the ER service's community and increase their skillset so that they can support more people in more diverse ways.

Training	Dates	Days	Participants
Field Kitchen	05/08-09/08 & 09/08-13/08	10	**9**
Field Camp Management	19/08-23/08	5	**21**
ERT training for new volunteers	09/08-13/08	5	**14**

Challenges

1. Evacuations
The ER service coordinated evacuations in the frontline regions of Donetsk, Sumy and Kharkiv. It was a challenge to coordinate these operations and ensure there was the capacity to carry them out. The scale and frequency of the evacuations in multiple oblasts has emphasised the need for national coordination and a person at National Committee dedicated to planning these Special Missions.

2. Camp Management and Field Kitchen Training
The ER service put on 3 types of trainings on Korol Island. There was an ER training for new volunteers, a Camp Management training and Field Kitchen training. These trainings took place for most of the month, from 5th August – 23rd August, and took a huge amount of organisation. The Camp Management and Field Kitchen Trainings were new versions of the training, which came with its challenges.

3.Budget Revision
In August, the ER service looked at current budget spending and made budget revisions for the rest of the year. As always, looking at budgets and consulting with multiple donors is time consuming and affects operational capacity.

URCS One Plan Performance Indicators Emergency Response

For data on the Emergency Response Service's One Plan Performance Indicators please visit URCS's One Plan Performance Indicator Microsoft Power BI dashboard.